

Please consider this request to designate VRS as a mandatory service—and to ensure that there is interoperability across Relay providers. VRS must be treated as a functionally equivalent telecommunications service in order to insure ALL individuals phone access.

At this time, unfortunately, no single VRS provider is 100% "open" to all the methods for access. Consumers are being sold a "bill of goods" by these companies when they claim to be compatible with all the existing technologies in the public domain. They are NOT. Will the FCC please address this issue? We need full disclosure in lay terms. The lack of 100% interoperability requires consumers like me (who are not tech experts) to try to figure out how to use different products/devices—each involving their own software and connectivity protocols—to access Relay providers. NOT acceptable!

I want to be able to use Relay EASILY - anytime no matter what equipment I have and no matter which VRS provider I decide to go through. This is no different than two hearing people calling one another on different types of phones, with different service providers, over the SAME PHONE LINE. Please require interoperability and compatibility across Relay providers.

I have accepted free video relay equipment from providers—not necessarily because I like a particular provider over others, but because it is free—and allows me to make calls I couldn't make before. While I appreciate the free equipment it should not limit my ability to use other providers! I want to be able to make and receive Relay calls from anybody without any restrictions from Relay providers.

Thank you for your consideration of this issue.